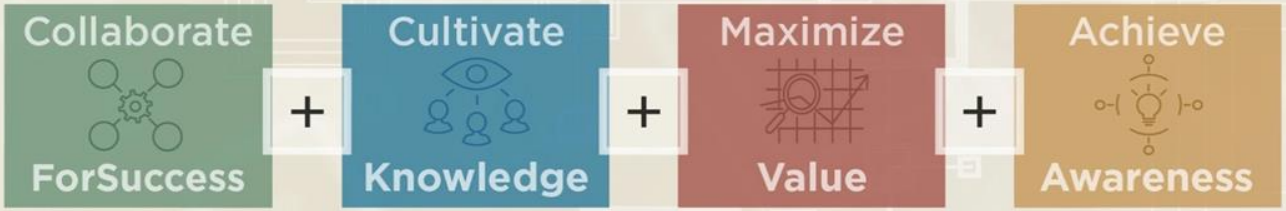
U.S. General Services Administration

Professional Services & Human Capital Symposium

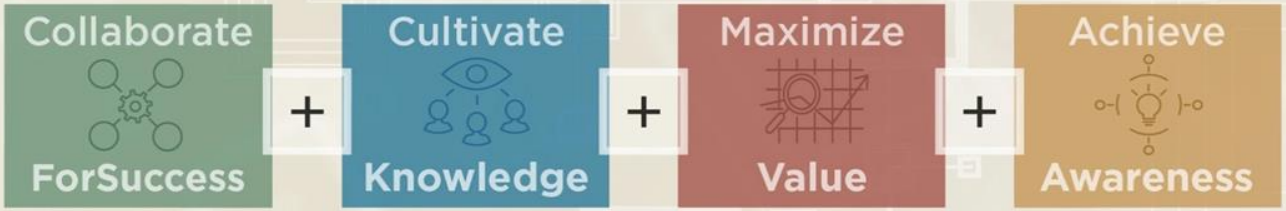
June 6-8, 2017 | Tacoma, WA

Office of Information Technology Category (ITC) Overview and Offerings



Office of Information Technology Category

Provides access to best-value information technology (IT) and telecommunications products, services, and solutions to federal, state, local, and tribal government organizations



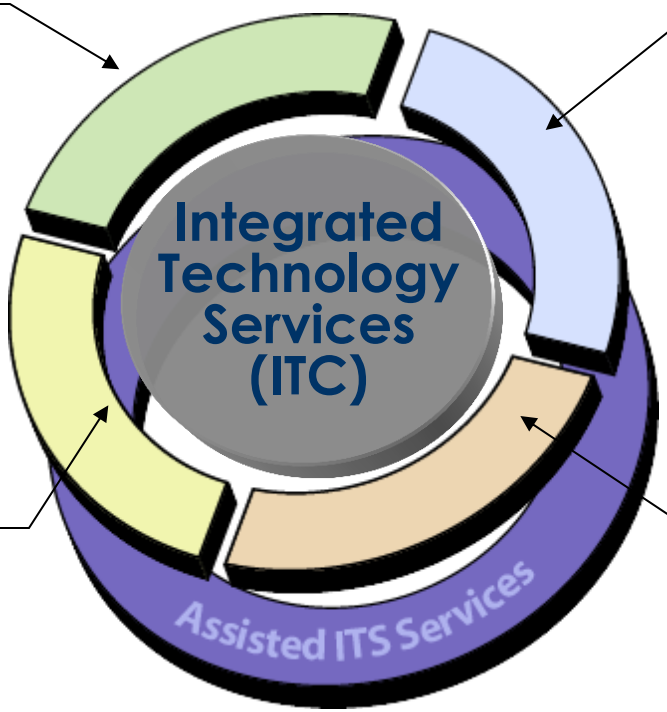
Delivering leading-edge information technology solutions

Governmentwide Acquisition Contracts (GWACs)

Fully competed Indefinite Delivery Indefinite Quantity (IDIQ) contracts enabling the purchase of a partial or total Information Technology (IT) services-based solutions worldwide

Network Services

Flexible customer access worldwide to the full-suite of commercial telecommunications and networking solutions



IT Schedule Programs

Providing Federal, State, and Local customers with direct order and delivery of leading-edge, high-quality commercial information technology products, software and services

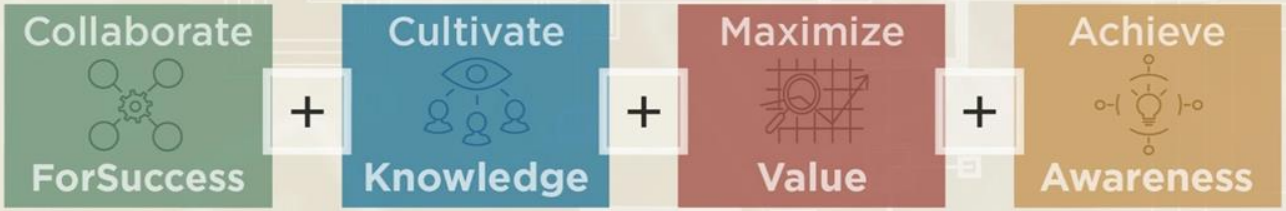
Strategic Solutions

Offering identity management solutions and strategic sourcing support satisfying Federal IT mandates including:

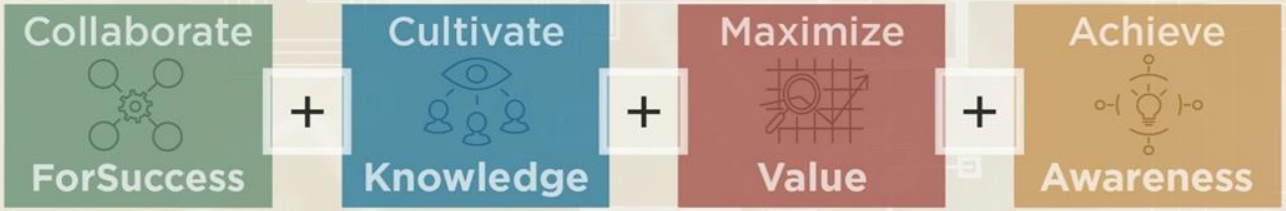
- HSPD-12
- SmartBUY
- IPv6

Service. Innovation. Value.

www.gsa.gov/its



IT Schedule 70	GWACs	Network Services
IT70 is an indefinite delivery/indefinite quantity (IDIQ) multiple award schedule, providing direct access to products, services and solutions from more than 5,000 certified industry partners.	GWACs provide access to IT solutions such as systems design, software engineering, information assurance, and enterprise architecture solutions. Small business set-aside GWACs also provide socioeconomic credit.	Networx Universal is designed to provide federal agencies a full range of Network Services through AT&T, CenturyLink, and Verizon. Networx Enterprise does the same with a special focus on access arrangements. Through AT&T, CenturyLink, Level 3, Sprint, and Verizon.
• Simplified online ordering • Volume discounts available through blanket purchase agreements • More than 60% of vendors are small businesses • Small business set-asides available	• Aligned with Federal Enterprise Architecture and Department of Defense Enterprise Architecture • Some provide socio economic credit	• Service continuity with FTS2001 contracts
• Fixed price (all types) • Labor hour • Time and materials	• Fixed price (all types) • Cost reimbursement (all types) • Labor hour • Time and materials • Combination	• Fixed price with a form of economic price adjustment
www.gsa.gov/schedule70	www.gsa.gov/gwacs	www.gsa.gov/networx



Office of Information Technology Category (ITC)

The Office of Information Technology Category is the largest and most comprehensive IT procurement organization in the Federal Government

Agency Savings FY16

$1.97B [1]

Agencies Supported

98% [2]

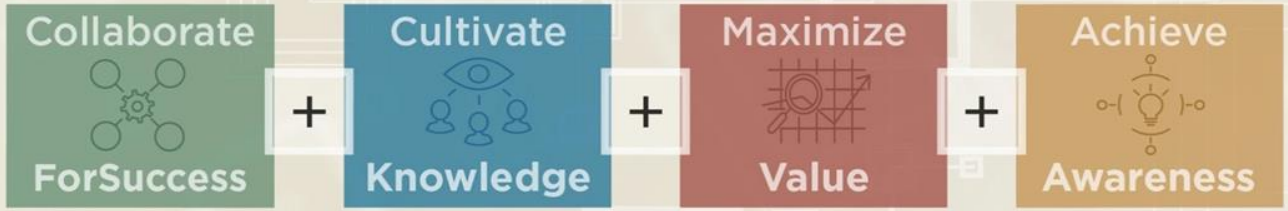
Percent of awards won by Small Business in FY16

42.7%

Small Business, Business Volume in FY16

$6.5B

1 – Savings based on SmartBuy, Networx, FSSI Wireless, and COMSATCOM for Federal Agencies
2 – Agencies support based on FPDS FY16 data

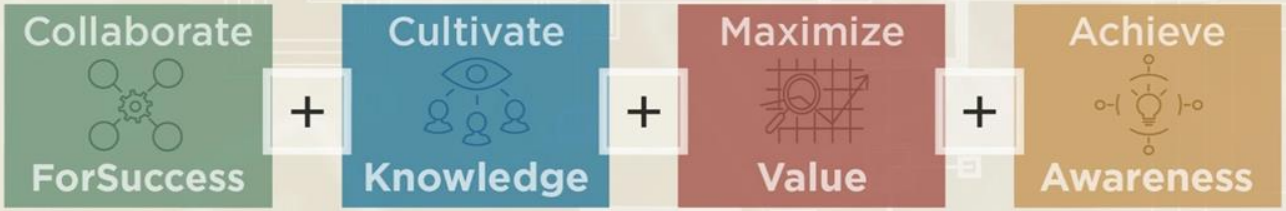


Great Government Through Technology: Customer Benefits

- Streamlined Acquisitions
  - Most IT solution sets available
  - Pre-negotiated contracts
  - Reduced procurement lead-time
  - Direct ordering capability
  - Access to world class industry partners
  - Supports agencies' socioeconomic goals

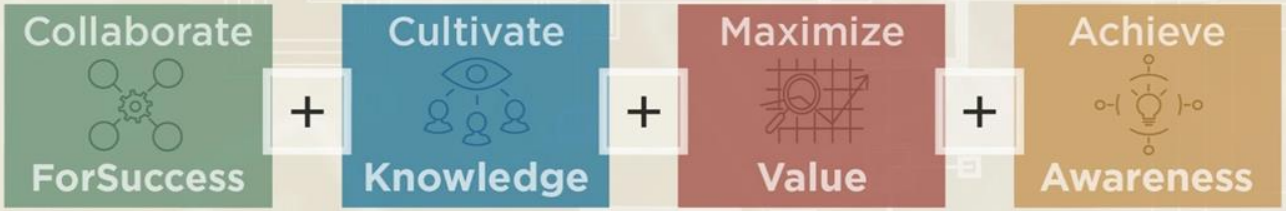
Customer Acquisition Ordering Options

- Direct order
  - Agency manages full acquisition life cycle
- GSA acquisition professionals are available to provide a flexible range of contract support



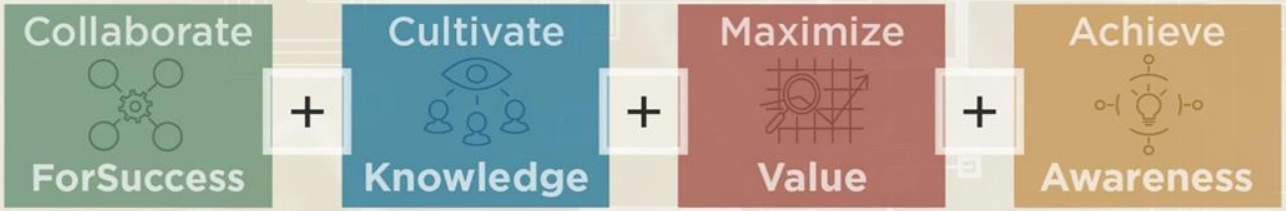
Ordering Options: GSA Assisted Acquisition Services

- Agencies may delegate some or all elements of the acquisition process for Turnkey Solution
- GSA can provide support in the following areas:
  - Technical
  - Acquisition
  - Program and Financial Management
- GSA Project Managers can:
  - Define requirements
  - Perform market surveys
  - Develop acquisition strategies
  - Run technical evaluation boards
  - Evaluate "Best Value" Determination
  - Manage project post-award activities
- Fees for services may be applicable



ITC: Technology Programs/Offerings

- IT Schedule 70
- Alliant
- Alliant SB
- 8(a) STARS II
- VETS
- Cloud Offerings
  - Cloud SIN 132-40
  - EaaS Cloud BPA
  - Cloud ConFIG IDIQ*
- CDM and CMaaS BPAs
- SmartBUY
- NITCP
- Reverse Auctions
- Health IT SINs
- Connections II
- Local/Regional Telecom
- FSSI Wireless
- Custom SATCOM Solution
- Custom SATCOM Solution SB
- Managed Mobility
- Risk Management Framework
- USA Access
- Data Center Services
- Cybersecurity/Cyber SINs
- FedRelay
- Green IT



ITC Offerings

Hardware

- 132 3 Leasing of product
- 132 4 Daily rental
- 132 8 Purchase of equip.
- 132 9 Purchase of used equip.
- 132 12 Maintenance/Repair
- 132 99 Intro of New IT Services
- NITCP

Software

- 132 32 Software Licenses
- 132 33 Perpetual Software Licenses
- 132 34 Maintenance of Software as Service
- Software BPA

IT Services

- 132 50 Training Courses
- 132 51 IT Professional Services
- 132 52 Electronic Commerce
- 132 56 Health IT
- 132 40 Cloud Services
- 8(a) STARS & II
- Alliant
- Alliant SB
- VETS

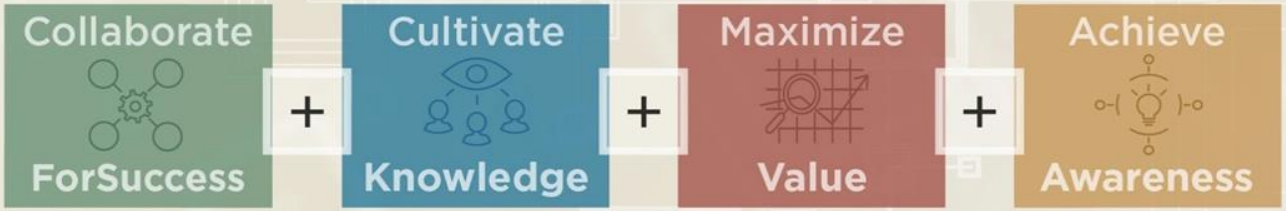
Telecom Services

- Connections
- CS2 & CS2-SB
- FedRelay
- Local Contracts
- Networx/EIS
- Wireless FSSI
- WITS 3
- 132 53 Wireless Services
- 132 54 COMSATCOM Transponded Capacity
- 132 55 COMSATCOM Subscription Services

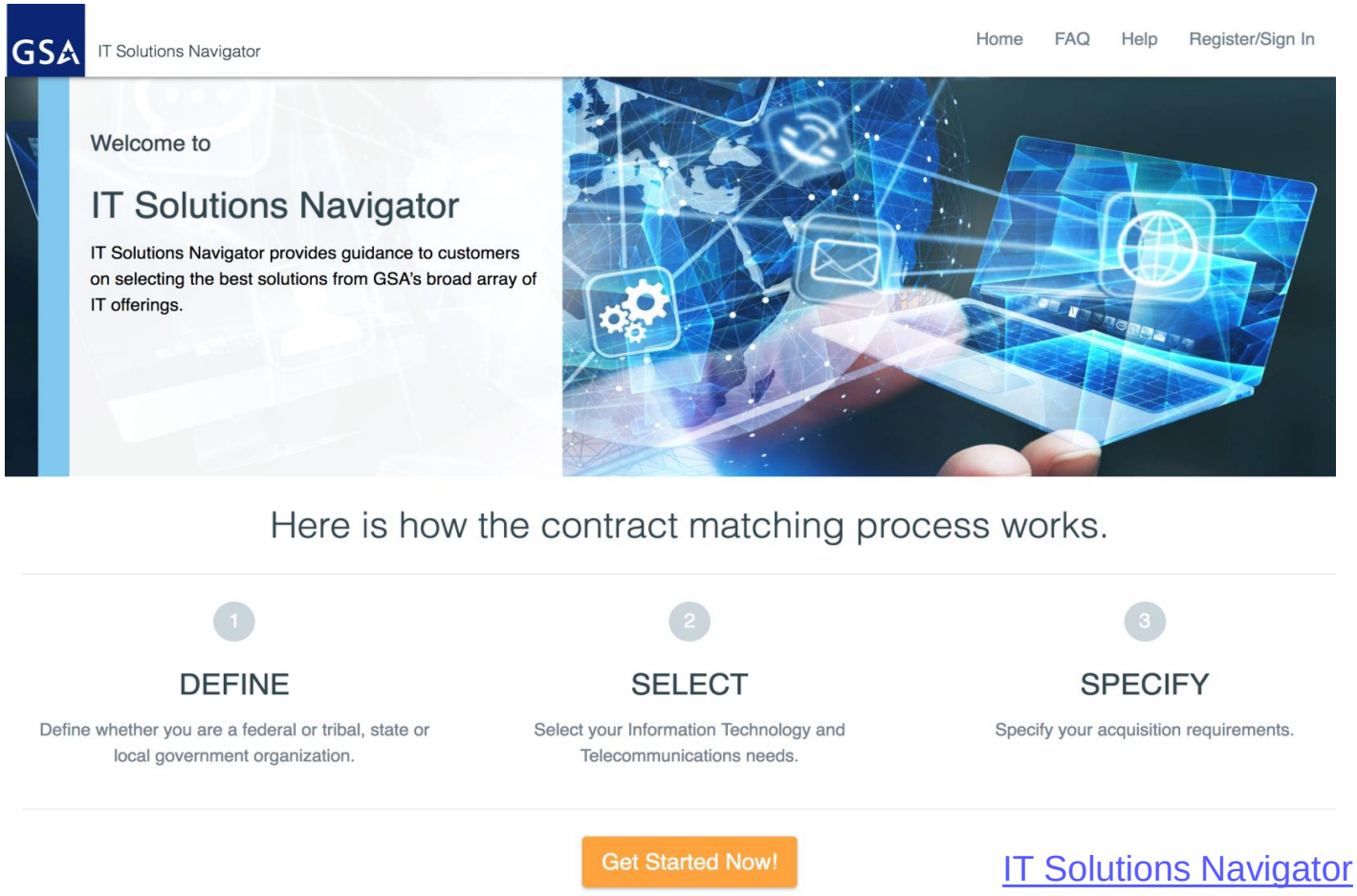
IT Security Services

- USAccess
- 132 60A Electronic Credentials Not Identity Proofed
- 132 60C Digital Certificates
- 132 60D E-authentication Hardware Tokens
- 132 60E Remote Identity &Access Management
- 132 60F Identity and Access Management
- 132 61 PKI Shared Service Providers (PKI SSP)
- 132 62 Homeland Security
- 132 45A and 45B Penetration Testing and Incident Response
- 132 45c Cyber Hunt

- S70
- GWACs
- Network Services
- National IT Commodity Program
- Identity, Credentials and Access Management
- Salesforce Implementation, Integration, and Support Services



Office of Information Technology Category

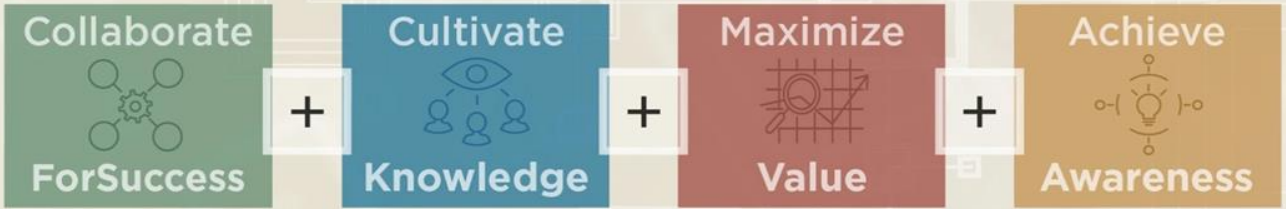


[IT Solutions Navigator]

Sample SOW and SOO Templates

Sample SOW: https://www.gsa.gov/portal/content/133795

SOO Templates: https://www.gsa.gov/portal/content/141191



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Home > How We Help > Customer Support Services > National Customer Service Center >

- National Customer Service Center
- Overview
- Ask GSA
- NCSC Questions and Feedback

National Customer Service Center (NCSC)

The National Customer Service Center (NCSC) is the source for information on any of the products or services available from GSA. The NCSC is a full-service center providing assistance and information to make acquisitions simple and efficient.

Services offered include:

- Current pricing;
- Order status;
- Tracing shipments;
- Billing inquiries;
- Problems with a GSA Order; and
- Schedules information.

Problem Resolution

Report a problem with any order by using Ask GSA, an online customer service solution. Ask GSA allows direct reporting of problems with a requisition or GSA Global Supply order shipment. Thus, correcting problems such as damage, short/over, wrong item, quality, tracing shipments, and merchandise returns.

CONTACTS

Federal Acquisition Service
(703) 605-5640
- fas.car@gsa.gov
- View Contact Details

National Customer Service Center (NCSC)
(800) 488-3111
- NCSCcustomer.service@gsa.gov
- View Contact Details

Centralized Mailing List Service (CMLS)
1(800) 488-3111
- cmls@gsa.gov
- View Contact Details

National Customer Service Center (NCSC)

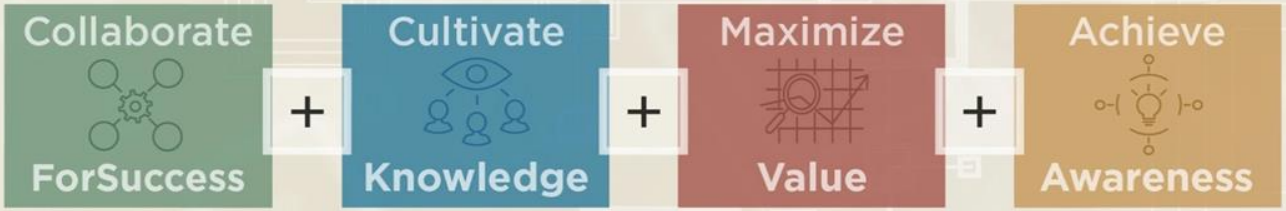
Continual Weekly Service

Sunday 8:00 p.m. to Friday 8:30 p.m.

(855) ITaid4U (482-4348)

ITCSC@gsa.gov

Live Chat



For More Information

http://www.gsa.gov/ITS

Live Chat

Email: ITCSC@gsa.gov

Call: (855) ITAID4U (482-4348)

Lyn Sankey: (858)603-3057

https://cmls.gsa.gov/